

RETAIL REMINDERS

- Keep all terminal equipment and cables connected to electrical outlets and turned on. GTECH, NCEL's contractor, is constantly testing the terminals and the ability to send and update data.
- The lottery terminal uses less than \$0.10 per day in electricity.
- Customers must be 18 years of age or older to purchase lottery tickets.
- Any of your employees who are under the age of 18 can sell lottery tickets.
- Keep the NCEL hotline number, 1-877-382-4530, handy to call for terminal service, instant ticket orders, retailer services, and security.
- Remember to display properly the instant tickets in the dispensers.
- Remember to activate a pack of tickets only when you are ready to sell them immediately. In other words, don't activate multiple packs of the same game at one time.
- Be prepared to pay prizes of \$599 or less.
- Before scanning a winning ticket, ensure that you will be able to pay it.
- Prizes can be paid in cash or by check or money order if it is agreeable to the player. Determine if it is agreeable before you validate the ticket.